



Elite Transportation Service

Terms & Conditions

Payment

All charges will be billed to the client's credit card on file immediately following service. Elite Transportation Service accepts all major credit cards, corporate checks, or cash.

Cancellation Policy

We accept cancellations without charge up to 2 hours prior to the scheduled pick up. Stretch limousines & buses have a 24 hour cancellation policy. Cancellations not made according to these guidelines are subject to a cancellation fee up to and including full/total charge. It is the Client's responsibility to receive a verbal or email cancellation confirmation in order to avoid charges.

"As Directed" (Hourly) Rates

For travel between locations other than to/from airports, Elite Transportation Service utilizes its "As Directed" rate which is based on the Company's prevailing hourly rate with a three (3) hour minimum charge. Travel time begins when the vehicle leaves the garage and terminates upon the vehicle's return in thirty (30) minute increments. For further information on the Company's "As Directed" rate, or travel time estimates pertaining to your specific travel destination, please contact us directly.

Airport Transfer Rates

Elite Transportation Service provides a flat rate known as its "Airport Transfer" rate for airport pickups and drop-offs based on service to the major airports. The Airport Transfer rate is based upon a pickup and drop-off without any associated delay or waiting time exceeding the allotted cap time for each designated zone. Your reserved vehicle is dispatched according to the flight's estimated time of arrival as provided to the Company by each respective airline's automated system (Company is not responsible for any delays caused by the airline's automated system or otherwise). Billing shall revert to the Company's prevailing hourly rate, see below, in the event the Client is delayed, or the waiting time is exceeded, beyond the allotted cap times.

All base fares exclude: tolls, parking, & gratuity. Rates/fees are subject to change without notice. Special rates, extended minimums and alternate cancellation policies may apply on special event days.

No Show

If for any reason you do not see your chauffeur, to avoid a "No Show" fee, immediately **call our office at (562)230-9818, 24 hours a day/seven days a week**. Our dispatch office will be able to locate the Chauffeur immediately and facilitate a meeting point. For airport transfers and point-to-point services, clients are subject to full charge if they do not show at the pick up location or fails to cancel the reservation. For client "As Directed" services, a fee equal to the vehicle's hourly minimum plus all other expenses will be charged. "No Show" charges are billed at the respective minimums and specified vehicle type.

Wait Time

For all "As Directed" reservations, there is a (15) fifteen minute grace period before wait time charges apply. Grace period is defined as fifteen (15) minutes beyond the scheduled pick up time. After (15) fifteen minutes, wait time will be charged at vehicle's hourly rate in thirty (30) minute increments. For all airport transfer reservations, the grace period after arrival is 30 minutes on domestic and 45 minutes for international flights. For private airports we provide a (15) fifteen minute grace period. Thereafter, wait time will be charged. For Cruise Ship Terminal policies, please speak to a reservation agent for details.

Arrival Time

The time of arrival at starting point, stop-over point, destination or return to point of origin cannot be guaranteed. Travel speed limits are prescribed by law, and Chauffeur is instructed to travel at all times at speeds compatible with safe operation. Road, traffic and weather conditions are beyond the control of the Company and the Chauffeur, and no refunds shall be given as a result of late arrivals due to such conditions or other occurrences out of the control of the Company or the Chauffeur.

Damages/Smoking Policy

The client assumes full financial liability for any damage to the vehicle caused during the duration of the rental or authorization by them or any members of their party. A fee of \$250.00 (minimum) will be assessed for any interior cleaning and or repair required as a result of negligence that requires cleaning the vehicle's interior for excessive stains, dirt or damage attributable to the renter's use. Elite Transportation Service maintains a smoke-free fleet. Smoking of any type (pipe, cigarette, cigar, etc.) is strictly prohibited in all vehicles, at all times. The cleaning fee may be applied to the cost of a rental, should this policy be violated.

Initial _____

Elite Transportation Service
730 W 4th Street #420, Long Beach, CA 90802
(562)230-9818 or (714)798-4227
www.elite-transportation-service.com
sales@elite-transportation-service.com

Baggage and Other Property Transported

Elite Transportation Service does not assume any responsibility whatsoever for the handling or maintenance of any baggage, parcels or other property. Baggage and all other personal property will be handled only at Client’s own risk. Client’s baggage shall be carried subject to the available accommodations.

Objectionable Persons

Elite Transportation Service reserves the right to refuse to transport persons under the influence of liquor or drugs, or who are, or are likely to become objectionable to other persons or if the Chauffeur feels threatened in any way.

Conduct of Passengers

Client shall not interfere with the Chauffeur in the discharge of his/her duty or tamper with any apparatus or appliance on the vehicle.

Limitation of Liability

Elite Transportation Service shall not be liable in any event or for any reason, including breach of this agreement, either directly or indirectly, to the other party or any third party for any special, indirect, incidental, punitive, exemplary or consequential damages or loss of profits arising out of this agreement, even if such damages were foreseeable or the company has been advised of the possibility of such damages. It is expressly agreed that Elite Transportation Service shall not, under any circumstances, be liable to any party for an amount greater than the single fare fee for the day in question.

Force Majeure

Elite Transportation Service shall not be liable for any failure or delay in performing its obligations under the Service Contract, and the Company shall not be deemed in breach of its obligations hereunder, if such failure or delay is due to Acts of God, natural disasters, national, state or local states of emergency, acts of war or terrorism, labor strike or lock-out, or other industrial or transportation accident caused by any third party, any violation of law, regulation or ordinance by any third party or any other cause not within the control of the Company.

Entire Agreement

These Terms & Conditions, along with the Credit Card Authorization Form constitute the Service Contract which is the entire agreement between Elite Transportation Service and Client and supersedes any and all other agreements, either oral or written with respect to the subject matter hereof. If any provision of the Service Contract shall be invalid or unenforceable, the remaining provisions shall remain in full force and effect.

Governing Law

This Agreement and its performance shall be governed by the laws of the State of California, United States of America without giving effect to applicable conflict of law provisions.

Arbitration

In the event a dispute shall arise between the parties to this agreement it is hereby agreed that the dispute shall be referred to the American Arbitration Association for three-person arbitration in accordance with its applicable Rules of Arbitration. The arbitrators’ decision shall be final and legally binding and judgment may be entered thereon. Each party shall be responsible for its share of the arbitration fees. In the event a party fails to proceed with arbitration, unsuccessfully challenges the arbitrators’ award or fails to comply with the arbitrators’ award, the other party is entitled to costs of suit, including a reasonable attorney’s fee for having to compel arbitration or defend or enforce the award.

Termination

If Client does not conform to the conditions stated, the transportation arrangements will be terminated with immediate effect without warning or written notice, and any payment made or penalties incurred will be retained by Elite Transportation Service.

Authorization

Unless otherwise agreed in writing, no agent, employee or representative of Elite Transportations Service is authorized to alter, modify or waive requirements stated in these Terms & Conditions of transportation or service. I hereby acknowledge that I have read, understood and agree to these Terms & Conditions as set forth above. Furthermore, I also understand that the credit card provided to Elite Transportation Service will be used as a guarantee of my reservation and can be used as payment for all incurred charges.

Print Name: _____

Signature: _____ Date: _____

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